

Family Support Card Transition: FAQs

The US Bank ReliaCard® is the prepaid debit card issued to customers without direct deposit on or after Nov 2, 2015. JP Morgan Chase managed the prepaid debit card (the Idaho Family Support Card) prior to Nov 2, 2015. This document provides answers to frequently asked customer questions during the transition period.

JP Morgan Chase (current) Idaho Family Support Card Questions

- **How long will payments continue going to my current Idaho Family Support Card?**

Your Child Support disbursements will continue to go to your JPMorgan CHASE Prepaid Idaho Family Support Card THROUGH November 1, 2015.

- **What happens to the funds on my current Idaho Family Support Card?**

Funds issued to your JPMorgan Chase card on or before November 1, 2015 will remain on your Chase Idaho Family Support Card. Your funds won't be transferred to your new USBank card. You will need to spend down your balance. You may have both cards for a period of time until you spend down funds on your JPMorgan CHASE Prepaid Idaho Family Support Card.

You may also withdraw funds at any ATM.

- **Who do I contact if I have questions about my current Idaho Family Support Card?**

If you have questions about your JPMorgan Chase Card balances contact JP Morgan Chase customer service at 1-866-643-4197.

- **Who do I contact if my Idaho Family Support Card is lost or stolen and there are still funds on it?**

If your JPMorgan Chase Card is lost or stolen and funds remain on the card, contact JPMorgan Chase at 1-866-643-4197.

US Bank (new) ReliaCard Questions

- **When will I receive my new ReliaCard Family Support Card?**

If you have a JP Morgan Chase Idaho Family Support Card, you will receive your NEW USBank ReliaCard approximately the week of October 19.

If you enrolled for services on or after September 8, you will receive your NEW US Bank ReliaCard after November 2, 2015.

- **When will payments begin depositing on my new US Bank ReliaCard?**

As of November 2, 2015 your Child Support will be disbursed to your NEW USBank Prepaid ReliaCard.

- **How will I receive payments until payments begin depositing on my US Bank ReliaCard?**

If you have a JP Morgan Chase Idaho Family Support Card, you will continue receiving payments on your Family Support Card until November 1.

If you are new customer, you will receive paper checks for all payments that occur between the date of enrollment through November 1, unless you enroll in direct deposit.

- **Who do I contact if I have questions about the balance on my US Bank ReliaCard?**

If you have questions about your USBank ReliaCard balances contact USBank at the number listed on the back of your USBank ReliaCard.

- **Who do I contact if my US Bank ReliaCard is lost or stolen?**

Contact USBank Customer Service at 888-295-6850 or www.usbankreliacard.com.

- **I didn't receive my US Bank ReliaCard in the mail. How will I receive payments?**

Cards and payments which were returned undeliverable will be held until Child Support Services receives a valid mailing address. When a valid mailing address is provided, a check for the held payments will be issued. When your next payment is processed, the ReliaCard will be sent to the valid address.

Incarcerated individuals will begin receiving paper checks as of Sep 8, 2015. The US Bank ReliaCard will not be issued to a prison address. Customers may still enroll for direct deposit at any time.

General Questions During the Transition

- **Can I enroll for direct deposit after I have received my US Bank ReliaCard?**

You may choose to enroll in Direct Deposit at any point during that time per the established direct deposit enrollment guidelines.

- **I submitted a direct deposit enrollment form; why did I received a US Bank ReliaCard?**

If your direct deposit enrollment form was processed after your second payment was received, the US Bank ReliaCard was automatically issued. Your next payment should be deposited into your direct deposit account. . If Child Support Services has a valid e-mail address, we will send you notification when your next payment is processed.